

Public Libraries Advisory Committee
Summary of Discussion of the 24th Meeting Held on 19 February 2016

Follow-up on Opinion Survey on Hong Kong Public Libraries 2014 (PLAC 8/2015)

1. Members noted the supplementary information with regard to the major findings of the “Opinion Survey on Hong Kong Public Libraries (HKPL) 2014” (“2014 Survey”) covering initiatives to improve library collection, enhance awareness and usage of electronic resources among users, promote public library services among the library users and non-users via TV and internet, enhance public library services for the elderly and introduce trial scheme of self-service book dispensers.
2. Regarding collection development in particular, taking into account the findings of the 2014 Survey and the analysis of library material usage data in 2015, the HKPL planned to strengthen library collection with a view to catering for various needs of readers in different age groups and providing a balanced mix of e-resources and printed library materials to maximise the use of resources.
3. Members expressed appreciation towards the HKPL’s effort in following up with the major findings of the 2014 Survey, and made the following suggestions:
 - (a) To acquire bilingual library books and related materials to support the junior readers’ language learning having regard to the local education curriculum development.
 - (b) To add pop-ups / banners in the HKPL’s website highlighting collections relating to hot social issues and books recommended by experts to arouse users’ / non-users’ interest in using library services.
 - (c) To provide personalised virtual bookshelves for readers based on their browsing and check-out records to enhance customer service and promote extended reading.
 - (d) To take into account the demographic profile of users in target districts in planning the collection and facilities in new libraries for better utilisation of resources.
 - (e) To explore collaboration opportunities with various reading clubs / book clubs in Hong Kong to tap on their expertise and resources when considering the enrichment of collection and planning various reading related activities.

Self-service Library Units Trial Scheme (PLAC 9/2015)

4. The HKPL introduced the new self-service library units trial scheme (“Trial Scheme”). The self-service library units could store around 400 items of library materials, provide lending and returning services enabled by Radio-frequency Identification (RFID) technology, allow pick-up of reserved library materials and payment of charges by Octopus cards in a 24/7 operating time. The first self-service library unit was planned to roll out in 2017-18 to be followed by two other units at a later stage. The effectiveness of the Trial Scheme would be reviewed in six months’ time.
5. Members welcomed the Trial Scheme and made the following suggestions:
 - (a) To accord priority to accessibility of the self-service library units in selecting locations to maximise the usage.
 - (b) To review the Trial Scheme not merely with reference to cost-effectiveness but also other factors such as usage, scope of services and user profile.
 - (c) To enable real-time stock updating of the self-service library units on HKPL mobile application.
 - (d) To maximise the usage of the self-service library units by careful selection of stored items.

Hong Kong Public Libraries Promote Reading Among Senior Citizens (PLAC 10/2015)

6. In line with the initiative introduced in the 2016 Policy Address on building an age-friendly community, the HKPL planned to promote reading among senior citizens in upcoming years by strengthening the library services being provided to the senior citizens in respect of library collection, library facilities, library services and extension activities.
7. Members made the following suggestions:
 - (a) To highlight areas / facilities designed for senior citizens by adopting easily recognisable colour or symbol.
 - (b) To enhance accessibility to facilities for wheel-chaired users.
 - (c) To explore the feasibility of engaging educated senior citizens in shared reading sessions with young readers so that their knowledge could be passed on.
 - (d) To proactively invite target senior citizens to participate in library activities through the established network of the relevant organisations.
 - (e) To consider the increasingly advanced education background of senior citizens when designing the activities so that the scope and content could

better serve their interests.

- (f) To provide book recommendations on the relevant topic during the thematic workshops to promote extended reading among the participants.

Secretariat of Public Libraries Advisory Committee
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